# RI Office of Library & Information Services (OLIS)

## LIBRARY SERVICES & TECHNOLOGY ACT (LSTA)
Five-Year Plan, 2003-2007
Mission, Goals and Objectives
(Draft 6/3/02)

## MISSION
The state library agency of Rhode Island supports and strengthens library services by planning, by coordinating, by providing consultation services, training, and funding, and by promoting collaboration among libraries to ensure that all residents will benefit from free, open, convenient, and timely access to excellent library and information resources and services.

## GOAL I. Provide library services to the underserved.

*LSTA Priorities (1, 4-6) addressed*:

**(1) expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages**

**(4) developing public and private partnerships with other agencies and community-based organizations**

**(5) targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and**

**(6) targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children...**

## OBJECTIVE A:  Make available a full range of library services to individuals with disabilities in Rhode Island.

*Needs Addressed:*
Implications from the statistics and information for libraries indicate a need for continuation of services to individuals with disabilities with particular focus on more home-based services; more reasonable accommodations; more accessible facilities more health, health care and other related information; more assistive technology; transportation assistance; and staff training and more outreach in and through libraries to individuals with disabilities.

**STRATEGIES FOR IMPLEMENTATION:**

1) Support a regional library for the blind and physically handicapped as a statewide public library for those individuals; the OLIS Talking Books Plus program (2003-2007)

2) Increase outreach to a variety of disability service outlets  (2003-2007)

3) Assist libraries in providing materials in accessible formats such as audiobooks, large print books, descriptive videos  (2003-2007)

4) Assist libraries in providing appropriate assistive technology that will allow individuals with disabilities to use their local libraries  (2003-2007)

5) Facilitate the provision of state documents in alternative formats (2003-2007)

6) Collaborate and cooperate with other agencies and organizations that provide services to individuals with disabilities  (2003-2007)

7) Provide a reference and referral service for institutions and individuals requesting information on blindness, vision problems and physical disabilities (2003-2007)

8) Disseminate universal design information regarding accessibility of websites to libraries (2003-2007)

9) Make available *Americans with Disabilities Act* information in appropriate formats, including via training programs (2003-2007)

10) Provide information and training for library staff on assisting individuals with disabilities in libraries (2003-2007)

11) Solicit a plan for a model program of library service for individuals with disabilities in Rhode Island (2003)

12) Support training of individuals with disabilities and staff in libraries on use of computer and assistive technologies  (2004-2007)

13) Investigate creation of a model program for training the public in use of public access computers on an ongoing basis with an emphasis on training seniors, individuals with disabilities, other disadvantaged individuals and individuals who speak a language other than English (2003-2007)

**OBJECTIVE B: Support libraries in their efforts to collaborate and cooperate with other agencies in providing literacy, information literacy and adult education programs for their residents.**

*Needs Addressed:*

Libraries indicate a need for more public access computers with more software, more training for the public and librarians in information literacy, a need to increase foreign language skills in library staff and a need for foreign language materials. Cooperation and collaboration between and among school libraries, public libraries and academic libraries to provide instruction and training in progressive steps are considerations. Collaboration and cooperation with other agencies remains a vital component.

**STRATEGIES FOR IMPLEMENTATION:**

1) Support the expansion of the RI Family Literacy Initiative (RIFLI) (2003-2007)

     a) Provide support for new libraries to join RIFLI
     b) Encourage collaboration and cooperation with other literacy organizations and agencies

2) Provide support for cooperative purchases of a selection of non-English language titles that can be made available throughout Rhode Island libraries (2004-2006)

3) Investigate the incorporation into the LORI network of special collections of non-English materials held by institutions other than libraries (2003-2004)

4) Assist libraries in planning for library services to homebound and elderly individuals  (2003-2007)

**OBJECTIVE C: Assist libraries in their efforts to increase services to children and young adults.**

*Needs Addressed:*

Libraries need to re-assess children's and young adult services, as well as language-based, computer-based, and adult literacy services, especially in core urban cities. Collaboration among libraries and between libraries and other agencies increases in importance.

**STRATEGIES FOR IMPLEMENTATION:**

1) Increase participation in the statewide Summer Reading Program for children (2003-2007)

2) Encourage libraries to participate in a statewide Summer Reading Program for Teens (2003-2007)

3) Investigate multitype library and family participation in a summer reading initiative (2004-2005)

4) Increase support for and participation in Mother Goose Asks "Why?" Program  (2003-2007)

5) Cooperate with libraries and other agencies in establishing and/or contributing to other early literacy reading initiative (2003-2007)

6) Foster collaboration between libraries and state initiatives such as "RI Reads" (2003-2007)

7) Encourage libraries, especially in core urban areas, to reach out to underserved community groups that can facilitate library use by their members  (2003-2007)

8) Cooperate and collaborate with agencies and organizations serving children and teens (2003-2007)

9) Support online resources to assist students and parents  (2003-2007)

# GOAL II. Collaboration/Cooperation of a multi-type nature, including public, academic, school, and special libraries, museums, and archives

*LSTA Priorities (1-4) addressed*:

**(1) expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages**

**(2) developing library services that provide all users access to information through local, State, regional, national, and international electronic networks**

**(3) providing electronic and other linkages among and between all types of libraries**

**(4) developing public and private partnerships with other agencies and community-based organizations**

### *Needs Addressed:*

Libraries need to address the digital divide through provision of electronic information and educational services to individuals who do not have access to computers at home or school. Individuals with low income, low educational attainment and language barriers would benefit from access to libraries and their services to make themselves competitive in this increasingly technological society as well as to use them to access basic services. Ensuring the interconnectivity of systems as well as providing the broadest spectrum of information available is a benefit to all. Library staff need training and support in order to provide the best services to their clientele. Focus groups and open meetings findings support the importance of provision of these services.

## OBJECTIVE A. Create a digital information environment for RI residents, students, and businesses to ensure access to a core set of information resources.

**STRATEGIES FOR IMPLEMENTATION:**

1) Provide leadership in the promotion of collaboration, cooperation and resource-sharing through the LORI multi-type network and LORI online (2003-2007)

2) Support access to all library catalogs in RI through a common interface that would perform as a virtual library/catalog (2003-2007)

3) Investigate statewide licenses for shared databases. Support acquisition of these if feasible. (2003-2007)

4) Support digitization/preservation and access projects (2003-2007)

    a. Promote disaster and preservation planning and best practices for preservation of collections (2003-2007)

    b. Provide access to disaster planning and preservation services available through the Northeast Document Conservation Center (2003-2007)

5). Collaborate with libraries, museums, archives and historical organizations in finding ways to preserve and make accessible Rhode Island's historical materials and collections (2003-2007)

6) Cooperate with state agencies and other organizations and agencies in the provision of government information online using strategies such as database development, webpage creation and hosting, search engines, portal support and development  (2003-2007)

7) Promote and take advantage of all funding programs of benefit to RI libraries such as E-rate (2003-2007)

8) Provide information and research services to state government (2003-2007)

9) Provide up-to-date library-related information to the library community through the LORI website (http://www.lori.state.ri.us); continue its development in line with new technologies as they become available (2003-2007)

10) Participate in further development of cooperative online services including the state search engine and the state portal  (2003-2007)

11) Encourage creation and use of new online sources of information (2003-2007)

12) Investigate creation of a technology support and replenishment fund for libraries  (2003-2007)

13) Investigate model programs for a Virtual Reference Desk for Rhode Island  (2003-2007)

**Objective B. Maintain and extend effective library and information services for users by providing library staff with training and support**.

**STRATEGIES FOR IMPLEMENTATION:**

1) Dedicate funding to pay for continuing education opportunities for library staff; bring in experts on specific subjects to provide training in an area such as library accessibility  (2003-2007)

2) Utilize LORI as an information, training and outreach platform (2003-2007) to:
   a) Upgrade library staff computer skills
   b) Upgrade the e-mail and interlibrary loan skills of library staff
   c) Assist libraries in improving their websites, especially accessibility and usability issues

3) Coordinate and cooperate with other agencies and organizations in providing a continuing education calendar of events of interest to the RI library community  (2003-2007)

4) Cooperate with other New England state library agencies in providing continuing education opportunities  (2003-2007)

5) Investigate and use new methods of providing education and training in collaboration with other agencies/organizations  (2003-2007)

6) Establish a cooperative educational program among RI colleges, universities, schools and libraries  (2005-2007)

**GOAL III.  Increase public awareness of the intrinsic value of libraries in promoting personal and economic growth for every resident in every community through the wide array of programs and services that libraries offer.**

*LSTA Priorities (1-6) addressed*:

**(1) expanding services for learning and access to information and educational resources in a variety of formats, in all types of libraries, for individuals of all ages;**

**(2) developing library services that provide all users access to information through local, State, regional, national, and international electronic networks;**

**(3) providing electronic and other linkages among and between all types of libraries;**

**(4) developing public and private partnerships with other agencies and community-based organizations;**

**(5) targeting library services to individuals of diverse geographic, cultural, and socioeconomic backgrounds, to individuals with disabilities, and to individuals with limited functional literacy or information skills; and**

**(6) targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children...**

*Needs Addressed:*
Library services lack a cohesive documentation of services and dissemination of information about those services. Libraries, while providing good services, are underutilized by a good percentage of their constituents. There is a need to target specialized groups to receive information about library services and to develop new services to meet new needs.

## Objective A: Increase the amount and availability of information on library services and programs within Rhode Island so that more individuals can take advantage of these

**STRATEGIES FOR IMPLEMENTATION:**

1) Develop a strategy for community outreach (2003-2004)

2) Collect, analyze and disseminate data about all libraries and their programs and services (2003-2007)

3) Provide information about libraries to the Governor, the General Assembly, cities/towns, newspapers, etc. (2003-2007)

4) Develop an annual report format that can serve as information for funders and residents of the State of Rhode Island (2004-2007)

5) Emphasize ongoing development of the virtual library, including online library resources as well as physical resources of value to communities, such as libraries and their staff (2003-2007)

**Objective B:  Create a collective vision for library and museum services in Rhode Island.**

**STRATEGIES FOR IMPLEMENTATION:**

1) Re-examine extant planning for the future of RI libraries for still viable options. Examples:  <u>New Possibilities:  Rhode Island Libraries for the Next Millennium,</u> a study undertaken by Leslie Burger of Library Development Solutions in 1999 and the resulting Rhode Island Library Association (RILA)-sponsored Blue Ribbon Committee Recommendations (2003-2004)

2) Provide leadership to coordinate the process by which all libraries and related agencies develop a vision for the future of RI libraries using a format similar to a Governor's Conference (2004-2005)

3) Collaborate with libraries, museums and other organizations to elucidate the vision to funders and grant organizations.  (2005-2007)